

COMPLAINTS POLICY

July 2016

Opportunity International Australia (Opportunity) seeks to be open and transparent in all aspects of its operation and is committed to resolving complaints in a timely and transparent manner. The purpose of this policy is to provide a mechanism that ensures all complaints are appropriately addressed.

For the purposes of this policy, a complaint is defined as an expression of dissatisfaction made to Opportunity about its products or services, its staff, volunteers, partners, contracted service providers or anyone acting on its behalf, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.

A complaint may be made by a person to whom we deliver services or who is affected by our services, a partner, a local organisation we work with, our employees, interns, volunteers, work experience students, contractors or sub-contractors, donors or a member of the public.

HANDLING COMPLAINTS

Opportunity's Complaints Policy and process are publicised on our website with information explaining how to make a complaint. The contact details for the Company Secretary, who will receive and coordinate responses to all complaints, are also provided on the website.

Complaints can be made to the Company Secretary by telephone, facsimile, email or letter. All complaints received by Opportunity will be recorded to ensure they are dealt with efficiently and effectively and to monitor trends and foster organisational learning.

The Company Secretary will respond by telephone, email or letter as appropriate to the nature of the complaint and manner of lodgement. A Complaints Process has been developed to ensure complaints are dealt with in a consistent manner and in line with this policy.

Complaints can also be made to the Chair of the Audit & Risk Committee who is on the Board of Directors. An email address is publicised on Opportunity's website for this purpose.

DEALING WITH COMPLAINTS

The Company Secretary will complete a Complaint Record form for all complaints received to capture the relevant details. A summary of all complaints will be recorded in the Complaints Register, kept by the Company Secretary. The complaints process includes:

- Acknowledgement of the complaint
- Providing details of the complaints process and the expected timeframe for resolution

- Advice to the complainant on the outcomes and actions to be taken, as well as the process to appeal if applicable
- Advice to the complainant on their right to make a complaint regarding breaches to ACFID's Code of Conduct to the ACFID Code of Conduct Compliance Committee.

TIMEFRAMES

All complaints should be acknowledged within 24 hours. Opportunity will strive to resolve minor complaints within five days. For more serious or complex complaints, where it is anticipated the investigation and resolution will take longer, the complainant will be advised of the process and the expected timeframe for resolution. In this case, complainants will be updated regularly on the progress of the investigation and expected time for resolution.

CONFIDENTIALITY

Opportunity will not reveal a complainant's name or personal details to anyone outside the organisation without the complainant's permission. All details of the complaint will remain confidential, unless it is a requirement of the law or Opportunity's Child Protection Policy obligations, to disclose or report the information; however this will not preclude Opportunity obtaining legal advice.

REPORTING

All new complaints, and progress on complaints being investigated, will be reported to the Leadership Team at the next scheduled meeting. The Company Secretary will immediately escalate any complaint deemed serious to the CEO and/or Leadership Team at the earliest opportunity.

The Board will receive an annual report summarising complaints received and actions taken. The Company Secretary and/or CEO will immediately notify the Chair of the Board of any complaint made against the Company Secretary and/or CEO, or other complaints that are deemed appropriate.

TRAINING

All Opportunity employees, interns and volunteers receive training on the Complaints Policy and process upon joining Opportunity as part of their induction. Training is also provided to all employees, interns and volunteers as part of our regular training program. A register is maintained to monitor the status of this training.

ACCESSIBILITY AND AWARENESS

Opportunity works through indigenous organisations in the countries where our programs are located, known as Implementing Partners. Opportunity is committed to ensuring all stakeholders, including those that are marginalised or vulnerable, are able to raise concerns or make complaints to our Implementing Partners. Opportunity requires its Implementing Partners to have a complaints handling policy and supporting procedures that include:

- informing clients on how to make complaints
- training employees to handle complaints
- having active and effective complaints resolution systems
- having a process for escalating complaints to Opportunity's Company Secretary or the Chair of our Audit & Risk Committee (as detailed above) if the complaint is about Opportunity or related to child exploitation or abuse.

Opportunity monitors our Implementing Partners' progress towards meeting these standards.

CONTINUOUS IMPROVEMENT

Opportunity is committed to monitoring and reviewing the effectiveness of the complaints handling process and to ensure that the learnings that arise from complaints are carried through into the organisation.